

COMMISSIONERS
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ARIZONA CORPORATION COMMISSION

ORIGINAL

March 24, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 7 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAR 24 2010

DOCKETED BY	<i>[Signature]</i>
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RECEIVED
2010 MAR 24 A 11: 01
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2010 **85910**

Date: 3/23/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Gerald & Louise** **Morehouse**

Account Name: Gerald & Louise Morehouse

Home: ()

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

Is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

****DOCKET NUMBERS; W-01303A-09-0343, SW-01303A-09-0343****

REFERENCE: Arizona - American Water Company - Sun City

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

March 8, 2010

Re: Utility Name: Arizona-American Water Company, Inc.
Water & Wastewater Rate Consolidation and Increase
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343.

We have signed this petition to keep our water & wastewater rates the way they are with no rate consolidation and increase. We are retired and on fixed incomes and do not need to have any more expenses charged to us. Please help keep our operating costs down.

Name	Address	Phone
Gerald Morehouse	Sun City, AZ 85351	

Louise Morehouse	Sun City, AZ 85351	
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End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer's comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/23/2010

Opinion No. 2010 - 85910

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010** **85912**

Date: 3/24/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By:

Chris

Oberg

Account Name:

Chris Oberg

Home:

Street:

Work: (000) 000-0000

City:

Phoenix

CBR: c

State:

AZ

Zip: 85086

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Chris Oberg [mailto:
Sent: Saturday, March 20, 2010 9:20 AM
To: Utilities Div - Mailbox
Subject: Anthem/Arizona American Water Rate Increase Request

I am now becoming informed of the details of the rate increase proposed by Arizona American Water for Anthem rate payers. It seems to me that AAW is asking for the rate payers to bail it out of a business situation of its own creation. When it agreed to the purchase price with Pulte it did so with inadequate investigation of the long and short term obligations and sources of funding for repayment. AAW elected to buy out the previous water provider it did so with a profit motive (as is appropriate) and with the presumption that the rate payers would swallow anything!

If AAW is now unhappy with its business deal, rate payer should not be called upon to bail it out. There is no and was no guarantee when AAW entered the business deal, and I don't believe I (and others) should make them whole.

I urge you to heed the voices of me and others to make AAW live by their own actions, be they good or not.

Thank you,

Chris Oberg

Anthem AZ 85086

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

3/24/10 Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed
End of Comments

Date Completed: 3/24/2010

Opinion No. 2010 - 85912

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: () - - - - -

Fax: () - - - - -

Priority: Respond Within Five Days

Opinion **No.** 2010 **85903**

Date: 3/23/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Barbara **Nichols**

Account Name: Barbara Nichols

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Manning [mailto:
Sent: Sunday, March 21, 2010 2:42 PM
To: Utilities Div - Mailbox
Cc: azrates@amwater.com; thomas.broderick@amwater.com; cfraulob@azruco.gov; Mayes-WebEmail; Pierce-Web; Kennedy-Web; newman-webb@azcc.gov; Stump-Web
Subject: Water district consolidation and Increases - AZAWC

AZ American Water (docket Nos. W-01303A-09-0343 and SW-01303A-09-0343) is trying to consolidate our Sun City Water District with other districts in the area. We have the best water in the state and do not need to pay to have our water treated. If our district is consolidated with other districts, we will be required to pay to treat their water and pay the resultant increases for this water to be treated. This is an unfair burden on the populace of this small retirement community. A very large proportion of our residents are living below the poverty level and just cannot take another increase in utilities. They do not have access, nor would they think to use, a computer to reach you. It is bad enough that we have had several major increases in electric service. Most of these older people suffer through the summer because they cannot afford to run their A/C.

I live in Sun City and might be able to pay for an increase. But, keep in mind I am writing on the behalf of a lot more people than myself. Please do not allow this consolidation and increase in payments, that does not benefit our community, and will definitely be a detriment to its citizens, pass. Thank you in advance for anything you can do.

Barbara Nichols
CNE,CRS,GRI,SRES,CRP
Associate Broker
Ken Meade Realty

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sun City, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/23/10 Opinion noted and docketed in W-01303A-09-0343 and SW-01303A-09-0343. closed

End of Comments

Date Completed: 3/23/2010

Opinion No. 2010 - 85903

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85870

Date: 3/22/2010

Complaint Description: 08A Rate Case Items - Opposed
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Mr. & Mrs. Roy** **Burrell**

Account Name: Mr. & Mrs. Roy Burrell

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/22/10

REFERENCE: Arizona American Water Rate Case/Consolidation*****SUN
CITY*****OPPOSED

Docket No. W01303A-09-0343 & SW-01303A-09-0343

From: cindi burrell

Sent: Friday, March 19, 2010 4:04 PM

To: Utilities Div - Mailbox

Subject: Rate increase and consolidation of AZWAC

As a resident of Sun City and as seniors on a fixed income, we are adamantly opposed to this consolidation proposal. We have lived in Sun City since 1989 and feel that we seniors should not be the ones burdened by any expansion of the companies in questions. If they want to re-organize and consolidate..... make the new areas and expansion areas pay the price. Arizona already has a major water issue and our feeling is to just stop the building. We are running out of water and the "smoke and mirrors" plan to allow more development will be the down fall of us all.

Thank you for considering our views.

Sincerely,

Mr. and Mrs. Roy Burrell

Sun City, Az 85351

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

3/22/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 3/22/2010

Opinion No. 2010 - 85870

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85868

Date: 3/22/2010

Complaint Description: 08H Consolidation - In Favor
 N/A Not Applicable

First:

Last:

Complaint By: **Sandra and Richard Toye**

Account Name: Sandra and Richard Toye

Home:

Street: 71 Saguaro Court

Work:

City: Tubac

CBR:

State: AZ Zip: 85646

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

The Arizona Corporation. Commission
1200 West Washington Street
Phoenix, AZ 85007

Reference:
Arizona Corporation Commission
Docket No. W-01303A-08-0227

Dear Arizona Corporation Commission:

We are Col. and Mrs. Richard Toye. We are residential customers of Arizona-American Water Company (AAWC) in Tubac, AI We are writing to express our strong support for consolidation of all AAWC rates for its various systems throughout Arizona.

As background, we were part of the Tubac group that worked with AAWC to obtain a grant for part of our new Arsenic Removal Facility and to secure a below market interest rate for the remainder of the facility's cost. Through this joint effort, we believe our small town of Tubac has shown a willingness to roll up its sleeves and find funding for much of the AAWC arsenic infrastructure costs here. Were consolidation to take place, our work will have minimized the Tubac portion of infrastructure costs to be spread over AAWC's Arizona customer base. It other words, we have already helped save well over \$1 million in costs and have assisted in obtaining below market rates for another \$1 million. We bring that proud record of recent accomplishment to the consolidation table.

For AAWC's Tubac facility, consolidation is essential. Tubac has only 532 ratepayers and simply cannot afford

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UTILITY COMPLAINT FORM

large costs that AAWC may some day be required to make in the local system. Consolidation will make it possible to pay for whatever costs AAWC may incur here by spreading them over a much larger customer base, raising others' costs by a very small amount. We, of course, would have to share in paying for others' costs as well.

In summary, we support consolidation. Tubac has shown its willingness to work very hard to pay for infrastructure. But in the future there will be limits as to what so few ratepayers can afford. For AAWC as our source of water and for Tubac consolidation is essential.

Sincerely,

Sandra and Richard Toye

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/22/2010

Opinion No. 2010 - 85868

W-01303A-09-0343

From: Bob Golembe [mailto:anthemkid@cox.net]

Sent: Thursday, March 18, 2010 4:04 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web

Cc: Utilities Div - Mailbox

Subject: Complaint: Impact on my water bill (Docket: W-01303A-09-0343)

Dear Chairwoman Mayes and Commissioners:

I vigorously oppose Arizona American Water proposed increase in Anthem's water (100%) and wastewater (81%). These amounts are patently egregious and will place a heavy burden on our community.

My monthly usage averages 4,000 gal. using a 1-inch meter. Approval of the above increase will impact my water bill as follows:

- Double the monthly payment to \$180 from \$90 since the last increase of June 2008 (Decision No. 70372).
- Triple the monthly payment since my residency of 2002 (\$59 to \$180) which equates to an annual compounded increase of approx. 15%.
- On an annual basis, increase of \$1006.20.
- Result in a total annual increase of \$1406.28 in two (2) years when combined with the June 2008 (Decision No. 70372) increase of \$400.08.

As you may or may not know, of the total % increase requested by Arizona American Water in the current application, 52.7% is solely for

the repayment of infrastructure, per Mr. Broderick, AZAW rate analyst. This results from the 1997 Private Agreement between Del Webb and

Citizens Water. This agreement was reviewed but not approved by the Commission and is therefore not binding.

Therefore, PLEASE remove this component from this application filing and/or amortized the \$28.1 million requested repayment for infrastructure

over a 20 or more year period. If the latter, make it a special assessment vs. in our base rate which we pay forever.

Thank you,

Bob Golembe

Anthem, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: .

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85857

Date: 3/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Barbara**

Daggy

Account Name: Barbara Daggy

Home:

Street: N/A

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/19/10 *****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCED: AZ AMERICAN *****SUN
CITY*****

From: bnbdaggy [mailto:bnbdaggy@arizona.com]
Sent: Thursday, March 18, 2010 1:11 PM
To: Mayes-WebEmail
Subject: water

Barb Daggy

Arizona Corporation Commission
Public Comment Form
Barbara Daggy

3/16/2010

Docket you wish to comment on: W-01303A-09-0343 and SW-01303A-094343
Docket number: W & SW-01303A-09-0343

Arizona-American Water Company, Inc.
Position: CON

Your E-Mail:

Comments:

We do NOT want this rate consolidation!!! We are retired, living on social security and cannot pay the increases

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

this would create. Let each community pay their own bills.

Please understand that this economy has hurt us all severely and we cannot accept any more unreasonable increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/19/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 3/19/2010

Opinion No. 2010 - 85857
